

# Enterprise Incident Report December 2012

As of 1/2/2013

## Natural Resources

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
Natural Resources	Application Services	Danielle Hood	6 1	6 1
		Dustin Crump	4 0	4 0
		Martin Gonzalez	6 6	6 6
		Paul Lundell	2 0	2 0
		Tony Larsen	1 0	1 0
		<b>Assigned to Individual Total</b>	19 7	19 7
	Application Support - DFI	Greg Berensen	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Campus Networking	Jordy Davis	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Capitol Desktop Support	Brian Bintz	1 0	1 0

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## Natural Resources

			Low	FCR Total
Natural Resources	Capitol Desktop Support	<b>Assigned to Individual Total</b>	1	1
			0	0
	Capitol Hosting	Danny Black	1	1
			0	0
		Jake Vandenberghe	1	1
			0	0
		Joe Benson	1	1
			0	0
		<b>Assigned to Individual Total</b>	3	3
			0	0
	Enterprise Security	Bobette Phillips	2	2
			0	0
		Dan Cook	1	1
			0	0
		Jed Johnson	1	1
			0	0
		<b>Assigned to Individual Total</b>	4	4
			0	0
	Help Desk	Brenda Treadway	4	4
			4	4
		Eileen Dubach	2	2
			2	2
		James Stearns	5	5
			5	5
		Julie VanBeekum	6	6
			6	6
		Sarah Johnson	2	2
			0	0

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## Natural Resources

			Low	FCR Total
Natural Resources	Help Desk	Vicky Marrelli	10	10
			10	10
		Assigned to Individual	29	29
		Total	27	27
	Metro C Desktop Support	Troy Buchanan	1	1
			0	0
		Assigned to Individual	1	1
		Total	0	0
	Metro D Desktop Support	Denise Wardle	14	14
			7	7
		Dusty Serr	20	20
			11	11
		Koung Heng	17	17
			6	6
		Lynn McCrary	2	2
			0	0
	Metro D Help Desk	Paul Gedge	2	2
			0	0
		Assigned to Individual	55	55
		Total	24	24
		Doug Brown	22	22
			20	20
		Douglas Brown	2	2
			0	0
		John Robinson	16	16
			10	10
		Matthew Earl	27	27
			10	10

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## Natural Resources

			Low	FCR Total
Natural Resources	Metro D Help Desk	<b>Assigned to Individual Total</b>	67	67
			40	40
	Metro D Hosting	Donny Ford	4	4
			0	0
		Steven Haderlie	1	1
			0	0
		<b>Assigned to Individual Total</b>	5	5
			0	0
	Rural Central Desktop Support	Jay Barfuss	8	8
			6	6
		Rod Montoya	3	3
			3	3
		<b>Assigned to Individual Total</b>	11	11
			9	9
	Rural North Desktop Support	Dane Smith	2	2
			0	0
		Lori Hartzell	1	1
			1	1
		Robert Stock	2	2
			1	1
	Rural South Desktop Support	Wayne Higgs	2	2
			0	0
		<b>Assigned to Individual Total</b>	7	7
			2	2
	Rural South Desktop Support	Dan Anthony	3	3
			2	2
	Rural South Desktop Support	Doug Thornton	2	2
			1	1

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## Natural Resources

			Low	FCR Total
Natural Resources	Rural South Desktop Support	Joel Finlinson	1 0	1 0
		Lance Nay	4 3	4 3
		Lane Adams	1 0	1 0
		Ryan Bennett	2 0	2 0
		Silas Aitchison	2 0	2 0
		<b>Assigned to Individual Total</b>	15 6	15 6
	Strategic Communications	Luis Larios	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Technical Lead/Project Manager	Dustin Crump	4 0	4 0
		Martin Gonzalez	12 11	12 11
		Paul Lundell	2 0	2 0
		<b>Assigned to Individual Total</b>	18 11	18 11
	Voice Operations	Gail Christiansen	3 0	3 0
		James Gifford	1 0	1 0

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## Natural Resources

			Low	FCR Total
Natural Resources	Voice Operations	Kelly Johnson	30	30
		Romanza Hamblin Sorensen	33	33
		Assigned to Individual Total	103	103
	Voice/Data/WAN Services	Mike Johnson	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		249129	249129
	Customer Company Total			249129

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## Natural Resources

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response	
			Low	MIR Total
Natural Resources	Application Services	Danielle Hood	6 5	6 5
		Dustin Crump	4 2	4 2
		Martin Gonzalez	6 5	6 5
		Paul Lundell	2 1	2 1
		Tony Larsen	1 1	1 1
		<b>Assigned to Individual Total</b>	19 14	19 14
	Application Support - DFI	Greg Berensen	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Campus Networking	Jordy Davis	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Capitol Desktop Support	Brian Bintz	1 0	1 0

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## Natural Resources

			Low	MIR Total
Natural Resources	Capitol Desktop Support	<b>Assigned to Individual Total</b>	1	1
			0	0
	Capitol Hosting	Danny Black	1	1
			0	0
		Jake Vandenberghe	1	1
			0	0
		Joe Benson	1	1
			0	0
		<b>Assigned to Individual Total</b>	3	3
			0	0
	Enterprise Security	Bobette Phillips	2	2
			2	2
		Dan Cook	1	1
			0	0
		Jed Johnson	1	1
			1	1
		<b>Assigned to Individual Total</b>	4	4
			3	3
	Help Desk	Brenda Treadway	4	4
			0	0
		Eileen Dubach	2	2
			0	0
		James Stearns	5	5
			0	0
		Julie VanBeekum	6	6
			1	1
		Sarah Johnson	2	2
			1	1



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## Natural Resources

			Low	MIR Total
Natural Resources	Help Desk	Vicky Marrelli	10 0	10 0
		<b>Assigned to Individual Total</b>	29 2	29 2
	Metro C Desktop Support	Troy Buchanan	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Metro D Desktop Support	Denise Wardle	14 0	14 0
		Dusty Serr	20 0	20 0
		Koung Heng	17 0	17 0
		Lynn McCrary	2 0	2 0
		Paul Gedge	2 2	2 2
		<b>Assigned to Individual Total</b>	55 2	55 2
	Metro D Help Desk	Doug Brown	22 0	22 0
		Douglas Brown	2 0	2 0
		John Robinson	16 2	16 2
		Matthew Earl	27 2	27 2

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## Natural Resources

			Low	MIR Total
Natural Resources	Metro D Help Desk	Assigned to Individual	67	67
		Total	4	4
	Metro D Hosting	Donny Ford	4	4
			0	0
		Steven Haderlie	1	1
			0	0
		Assigned to Individual	5	5
		Total	0	0
	Rural Central Desktop Support	Jay Barfuss	8	8
			0	0
		Rod Montoya	3	3
			0	0
		Assigned to Individual	11	11
		Total	0	0
	Rural North Desktop Support	Dane Smith	2	2
			0	0
		Lori Hartzell	1	1
			0	0
		Robert Stock	2	2
			0	0
	Rural South Desktop Support	Wayne Higgs	2	2
			0	0
		Assigned to Individual	7	7
		Total	0	0
		Dan Anthony	3	3
			0	0
		Doug Thornton	2	2
			0	0

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## Natural Resources

			Low	MIR Total
Natural Resources	Rural South Desktop Support	Joel Finlinson	1	1
			1	1
		Lance Nay	4	4
			0	0
		Lane Adams	1	1
			0	0
		Ryan Bennett	2	2
			0	0
		Silas Aitchison	2	2
			1	1
		<b>Assigned to Individual Total</b>	15	15
			2	2
	Strategic Communications	Luis Larios	1	1
			0	0
		<b>Assigned to Individual Total</b>	1	1
			0	0
	Technical Lead/Project Manager	Dustin Crump	4	4
			0	0
		Martin Gonzalez	12	12
			6	6
	Voice Operations	Paul Lundell	2	2
			0	0
		<b>Assigned to Individual Total</b>	18	18
			6	6
	Voice Operations	Gail Christiansen	3	3
			0	0
	Voice Operations	James Gifford	1	1
			0	0

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## Natural Resources

			Low	MIR Total
Natural Resources	Voice Operations	Kelly Johnson	30	30
		Romanza Hamblin Sorensen	30	30
		Assigned to Individual Total	100	100
	Voice/Data/WAN Services	Mike Johnson	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		24935	24935
Customer Company Total			24935	24935

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## Natural Resources

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Natural Resources	Application Services	Danielle Hood	6 13.93	6 13.93
		Dustin Crump	4 12.34	4 12.34
		Martin Gonzalez	6 58.48	6 58.48
		Paul Lundell	2 1.38	2 1.38
		Tony Larsen	1 2.21	1 2.21
		<b>Assigned to Individual Total</b>	19 25.73	19 25.73
	Application Support - DFI	Greg Berensen	1 6.06	1 6.06
		<b>Assigned to Individual Total</b>	1 6.06	1 6.06
	Campus Networking	Jordy Davis	1 4.07	1 4.07
		<b>Assigned to Individual Total</b>	1 4.07	1 4.07

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Capitol Desktop Support	Brian Bintz	1 0.82	1 0.82
		<b>Assigned to Individual Total</b>	1 0.82	1 0.82
	Capitol Hosting	Danny Black	1 0.18	1 0.18
		Jake Vandenberghe	1 0.37	1 0.37
		Joe Benson	1 0.35	1 0.35
		<b>Assigned to Individual Total</b>	3 0.30	3 0.30
	Enterprise Security	Bobette Phillips	2 25.56	2 25.56
		Dan Cook	1 0.18	1 0.18
		Jed Johnson	1 18.00	1 18.00
		<b>Assigned to Individual Total</b>	4 17.32	4 17.32
	Help Desk	Brenda Treadway	4 0.02	4 0.02
		Eileen Dubach	2 0.44	2 0.44
		James Stearns	5 0.04	5 0.04
		Julie VanBeekum	6 0.54	6 0.54

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Help Desk	Sarah Johnson	2 39.55	2 39.55
		Vicky Marrelli	10 0.07	10 0.07
		<b>Assigned to Individual Total</b>	29 2.90	29 2.90
	Metro C Desktop Support	Troy Buchanan	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	14 0.09	14 0.09
		Dusty Serr	20 0.20	20 0.20
		Koung Heng	17 0.10	17 0.10
		Lynn McCrary	2 0.00	2 0.00
		Paul Gedge	2 2.10	2 2.10
		<b>Assigned to Individual Total</b>	55 0.20	55 0.20
	Metro D Help Desk	Doug Brown	22 0.06	22 0.06
		Douglas Brown	2 0.00	2 0.00
		John Robinson	16 0.55	16 0.55

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Metro D Help Desk	Matthew Earl	27 0.32	27 0.32
		<b>Assigned to Individual Total</b>	67 0.28	67 0.28
	Metro D Hosting	Donny Ford	4 0.36	4 0.36
		Steven Haderlie	1 0.21	1 0.21
		<b>Assigned to Individual Total</b>	5 0.33	5 0.33
	Rural Central Desktop Support	Jay Barfuss	8 0.12	8 0.12
		Rod Montoya	3 0.00	3 0.00
		<b>Assigned to Individual Total</b>	11 0.09	11 0.09
	Rural North Desktop Support	Dane Smith	2 0.32	2 0.32
		Lori Hartzell	1 0.00	1 0.00
		Robert Stock	2 0.00	2 0.00
		Wayne Higgs	2 0.00	2 0.00
		<b>Assigned to Individual Total</b>	7 0.09	7 0.09
	Rural South Desktop Support	Dan Anthony	3 0.25	3 0.25



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## Natural Resources

			Low	ATTIR Total
Natural Resources	Rural South Desktop Support	Doug Thornton	2 0.31	2 0.31
		Joel Finlinson	1 1.80	1 1.80
		Lance Nay	4 0.05	4 0.05
		Lane Adams	1 0.00	1 0.00
		Ryan Bennett	2 0.82	2 0.82
		Silas Aitchison	2 0.76	2 0.76
		<b>Assigned to Individual Total</b>	15 0.43	15 0.43
	Strategic Communications	Luis Larios	1 0.15	1 0.15
		<b>Assigned to Individual Total</b>	1 0.15	1 0.15
	Technical Lead/Project Manager	Dustin Crump	4 0.30	4 0.30
		Martin Gonzalez	12 6.01	12 6.01
		Paul Lundell	2 0.03	2 0.03
		<b>Assigned to Individual Total</b>	18 4.08	18 4.08
	Voice Operations	Gail Christiansen	3 0.54	3 0.54

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## Natural Resources

			Low	ATTIR Total
Natural Resources	Voice Operations	James Gifford	1 0.24	1 0.24
		Kelly Johnson	3 0.07	3 0.07
		Romanza Hamblin Sorensen	3 0.17	3 0.17
		Assigned to Individual Total	10 0.26	10 0.26
	Voice/Data/WAN Services	Mike Johnson	1 0.20	1 0.20
		Assigned to Individual Total	1 0.20	1 0.20
	Assigned Group Total		249 3.09	249 3.09
Customer Company Total			249 3.09	249 3.09

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## Natural Resources

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Natural Resources	Application Services	Danielle Hood	6 3	6 3
		Dustin Crump	4 3	4 3
		Martin Gonzalez	6 5	6 5
		Paul Lundell	2 0	2 0
		Tony Larsen	1 0	1 0
		<b>Assigned to Individual Total</b>	19 11	19 11
	Application Support - DFI	Greg Berensen	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Campus Networking	Jordy Davis	1 1	1 1
		<b>Assigned to Individual Total</b>	1 1	1 1
	Capitol Desktop Support	Brian Bintz	1 0	1 0

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## Natural Resources

			Low	MR Total
Natural Resources	Capitol Desktop Support	<b>Assigned to Individual Total</b>	1	1
			0	0
	Capitol Hosting	Danny Black	1	1
			0	0
		Jake Vandenberghe	1	1
			0	0
		Joe Benson	1	1
			0	0
		<b>Assigned to Individual Total</b>	3	3
			0	0
	Enterprise Security	Bobette Phillips	2	2
			2	2
		Dan Cook	1	1
			1	1
		Jed Johnson	1	1
			1	1
		<b>Assigned to Individual Total</b>	4	4
			4	4
	Help Desk	Brenda Treadway	4	4
			0	0
		Eileen Dubach	2	2
			0	0
		James Stearns	5	5
			0	0
		Julie VanBeekum	6	6
			0	0
		Sarah Johnson	2	2
			2	2

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## Natural Resources

			Low	MR Total
Natural Resources	Help Desk	Vicky Marrelli	10 0	10 0
		<b>Assigned to Individual Total</b>	29 2	29 2
	Metro C Desktop Support	Troy Buchanan	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Metro D Desktop Support	Denise Wardle	14 3	14 3
		Dusty Serr	20 3	20 3
		Koung Heng	17 0	17 0
		Lynn McCrary	2 0	2 0
		Paul Gedge	2 1	2 1
		<b>Assigned to Individual Total</b>	55 7	55 7
	Metro D Help Desk	Doug Brown	22 0	22 0
		Douglas Brown	2 0	2 0
		John Robinson	16 1	16 1
		Matthew Earl	27 1	27 1

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## Natural Resources

			Low	MR Total
Natural Resources	Metro D Help Desk	Assigned to Individual	67	67
		Total	2	2
	Metro D Hosting	Donny Ford	4	4
			0	0
		Steven Haderlie	1	1
			1	1
		Assigned to Individual	5	5
		Total	1	1
	Rural Central Desktop Support	Jay Barfuss	8	8
			0	0
		Rod Montoya	3	3
			0	0
		Assigned to Individual	11	11
		Total	0	0
	Rural North Desktop Support	Dane Smith	2	2
			0	0
		Lori Hartzell	1	1
			0	0
		Robert Stock	2	2
			1	1
	Rural South Desktop Support	Wayne Higgs	2	2
			0	0
		Assigned to Individual	7	7
		Total	1	1
		Dan Anthony	3	3
			0	0
		Doug Thornton	2	2
			0	0

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## Natural Resources

			Low	MR Total
Natural Resources	Rural South Desktop Support	Joel Finlinson	1 0	1 0
		Lance Nay	4 0	4 0
		Lane Adams	1 0	1 0
		Ryan Bennett	2 0	2 0
		Silas Aitchison	2 0	2 0
		<b>Assigned to Individual Total</b>	15 0	15 0
	Strategic Communications	Luis Larios	1 0	1 0
		<b>Assigned to Individual Total</b>	1 0	1 0
	Technical Lead/Project Manager	Dustin Crump	4 2	4 2
		Martin Gonzalez	12 10	12 10
		Paul Lundell	2 0	2 0
		<b>Assigned to Individual Total</b>	18 12	18 12
	Voice Operations	Gail Christiansen	3 0	3 0
		James Gifford	1 0	1 0

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## Natural Resources

			Low	MR Total
Natural Resources	Voice Operations	Kelly Johnson	30	30
		Romanza Hamblin Sorensen	30	30
		Assigned to Individual Total	100	100
	Voice/Data/WAN Services	Mike Johnson	10	10
		Assigned to Individual Total	10	10
	Assigned Group Total		24942	24942
Customer Company Total			24942	24942



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## Natural Resources

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Natural Resources	Application Services	Danielle Hood	6 25.06	6 25.06
		Dustin Crump	4 27.22	4 27.22
		Martin Gonzalez	6 61.18	6 61.18
		Paul Lundell	2 1.74	2 1.74
		Tony Larsen	1 2.97	1 2.97
		<b>Assigned to Individual Total</b>	19 33.31	19 33.31
	Application Support - DFI	Greg Berensen	1 6.30	1 6.30
		<b>Assigned to Individual Total</b>	1 6.30	1 6.30
	Campus Networking	Jordy Davis	1 39.78	1 39.78
		<b>Assigned to Individual Total</b>	1 39.78	1 39.78

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			Low	ATTR Total
Natural Resources	Capitol Desktop Support	Brian Bintz	1 1.21	1 1.21
		<b>Assigned to Individual Total</b>	1 1.21	1 1.21
	Capitol Hosting	Danny Black	1 1.67	1 1.67
		Jake Vandenberghe	1 0.37	1 0.37
		Joe Benson	1 0.45	1 0.45
		<b>Assigned to Individual Total</b>	3 0.83	3 0.83
	Enterprise Security	Bobette Phillips	2 32.43	2 32.43
		Dan Cook	1 7.97	1 7.97
		Jed Johnson	1 18.09	1 18.09
		<b>Assigned to Individual Total</b>	4 22.73	4 22.73
	Help Desk	Brenda Treadway	4 0.02	4 0.02
		Eileen Dubach	2 0.56	2 0.56
		James Stearns	5 0.04	5 0.04
		Julie VanBeekum	6 0.78	6 0.78

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## Natural Resources

			Low	ATTR Total
Natural Resources	Help Desk	Sarah Johnson	2 68.73	2 68.73
		Vicky Marrelli	10 0.45	10 0.45
		<b>Assigned to Individual Total</b>	29 5.29	29 5.29
	Metro C Desktop Support	Troy Buchanan	1 0.00	1 0.00
		<b>Assigned to Individual Total</b>	1 0.00	1 0.00
	Metro D Desktop Support	Denise Wardle	14 5.18	14 5.18
		Dusty Serr	20 1.84	20 1.84
		Koung Heng	17 0.85	17 0.85
		Lynn McCrary	2 0.42	2 0.42
		Paul Gedge	2 6.57	2 6.57
		<b>Assigned to Individual Total</b>	55 2.52	55 2.52
	Metro D Help Desk	Doug Brown	22 0.15	22 0.15
		Douglas Brown	2 0.00	2 0.00
		John Robinson	16 0.75	16 0.75

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## Natural Resources

			Low	ATTR Total
Natural Resources	Metro D Help Desk	Matthew Earl	27 1.15	27 1.15
		<b>Assigned to Individual Total</b>	67 0.71	67 0.71
	Metro D Hosting	Donny Ford	4 0.69	4 0.69
		Steven Haderlie	1 60.87	1 60.87
		<b>Assigned to Individual Total</b>	5 12.73	5 12.73
	Rural Central Desktop Support	Jay Barfuss	8 0.96	8 0.96
		Rod Montoya	3 0.03	3 0.03
		<b>Assigned to Individual Total</b>	11 0.71	11 0.71
	Rural North Desktop Support	Dane Smith	2 0.32	2 0.32
		Lori Hartzell	1 0.00	1 0.00
		Robert Stock	2 14.91	2 14.91
		Wayne Higgs	2 1.57	2 1.57
		<b>Assigned to Individual Total</b>	7 4.80	7 4.80
	Rural South Desktop Support	Dan Anthony	3 0.41	3 0.41

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## Natural Resources

			Low	ATTR Total
Natural Resources	Rural South Desktop Support	Doug Thornton	2 0.31	2 0.31
		Joel Finlinson	1 1.80	1 1.80
		Lance Nay	4 0.05	4 0.05
		Lane Adams	1 0.06	1 0.06
		Ryan Bennett	2 0.82	2 0.82
		Silas Aitchison	2 0.81	2 0.81
		<b>Assigned to Individual Total</b>	15 0.48	15 0.48
	Strategic Communications	Luis Larios	1 2.19	1 2.19
		<b>Assigned to Individual Total</b>	1 2.19	1 2.19
	Technical Lead/Project Manager	Dustin Crump	4 15.20	4 15.20
		Martin Gonzalez	12 50.79	12 50.79
		Paul Lundell	2 0.20	2 0.20
		<b>Assigned to Individual Total</b>	18 37.26	18 37.26
	Voice Operations	Gail Christiansen	3 0.54	3 0.54

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## Natural Resources

			Low	ATTR Total
Natural Resources	Voice Operations	James Gifford	1 0.51	1 0.51
		Kelly Johnson	3 0.17	3 0.17
		Romanza Hamblin Sorensen	3 0.52	3 0.52
		Assigned to Individual Total	10 0.42	10 0.42
	Voice/Data/WAN Services	Mike Johnson	1 0.21	1 0.21
		Assigned to Individual Total	1 0.21	1 0.21
	Assigned Group Total		249 7.73	249 7.73
Customer Company Total			249 7.73	249 7.73

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## Natural Resources

## Detail

<b>INC000000605720</b>	Bill Zanotti	Application	None	Gmail		TIR Missed: Yes	3.91
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	5.80
<b>INC000000606594</b>	Aaron Spencer	Application	Error	None		TIR Missed: No	0.17
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.17
<b>INC000000606837</b>	Dale Bartholomew	Application	None	Postini		TIR Missed: Yes	151.08
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	151.08
<b>INC000000607494</b>	Jennifer Biggs	Application	Error	Gmail		TIR Missed: Yes	10.93
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	22.43
<b>INC000000607724</b>	Miles Hanberg	None	None	BlackBerry Configuration		TIR Missed: Yes	8.92
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	9.88
<b>INC000000607979</b>	Jared Jones	Application	Error	Gmail		TIR Missed: Yes	9.77
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	49.61
<b>INC000000608022</b>	Janette Lucero	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	32.30
<b>INC000000608087</b>	Karen Kendall	Application	Error	Gmail		TIR Missed: Yes	14.60
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	97.24
<b>INC000000608187</b>	Patricia Engel	Application	Error	Gmail		TIR Missed: Yes	18.00
	Enterprise Security	Jed Johnson	Natural Resources	Low	Closed	TTR Missed: Yes	18.09
<b>INC000000608722</b>	Connie Williamson	Application	Password	Gmail		TIR Missed: No	0.73
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	3.45
<b>INC000000608741</b>	Jean Sweet	Application	None	Gmail		TIR Missed: Yes	32.55
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	32.56
<b>INC000000609189</b>	Tracy Wing	None	None	Gmail		TIR Missed: No	0.05
	Technical Lead/Project Manager	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	0.05
<b>INC000000609356</b>	Gavin McGregor	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.74
<b>INC000000609399</b>	Justina Parsons-Bernstein	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	31.25
<b>INC000000609784</b>	Teresa Griffin	PC/Laptop	Error	None		TIR Missed: No	0.94
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Closed	TTR Missed: No	0.94
<b>INC000000609896</b>	Nathan Moses	None	None	Gmail		TIR Missed: No	0.64
	Technical Lead/Project Manager	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	12.32

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## Natural Resources

<b>INC000000610049</b>	Sandy Olney	Application	Error	Gmail		TIR Missed: Yes	38.85
	Enterprise Security	Bobette Phillips	Natural Resources	Low	Closed	TTR Missed: Yes	38.89
<b>INC000000610056</b>	Stacy Stickler	Application	None	Gmail		TIR Missed: No	0.04
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	47.58
<b>INC000000610149</b>	Natalie Harmon	Application	Error	Gmail		TIR Missed: No	0.18
	Application Services	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	0.18
<b>INC000000610968</b>	John Shivik	Application	Error	Gmail		TIR Missed: Yes	12.27
	Enterprise Security	Bobette Phillips	Natural Resources	Low	Closed	TTR Missed: Yes	25.97
<b>INC000000611860</b>	Natalie Harmon	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Dustin Crump	Natural Resources	Low	Resolved	TTR Missed: No	3.57
<b>INC000000612202</b>	Natalie Brewster-Wilson	None	None	Gmail		TIR Missed: Yes	72.87
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: Yes	72.87
<b>INC000000612433</b>	Pam Kramer	Application	Error	Gmail		TIR Missed: Yes	1.71
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: Yes	114.20
<b>INC000000612531</b>	Chris Newson	None	None	None		TIR Missed: No	0.10
	Technical Lead/Project Manager	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: No	4.72
<b>INC000000612578</b>	Robert P Johnson	Application	Error	Gmail		TIR Missed: No	0.18
	Enterprise Security	Dan Cook	Natural Resources	Low	Closed	TTR Missed: Yes	7.97
<b>INC000000612772</b>	Zane Olsen	Application	Error	Gmail		TIR Missed: Yes	2.67
	Application Services	Danielle Hood	Natural Resources	Low	Closed	TTR Missed: No	2.67
<b>INC000000613021</b>	Gary Bergesen	Application	Error	Gmail		TIR Missed: Yes	2.46
	Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	2.46
<b>INC000000613045</b>	Natalie Harmon	Application	Error	Gmail		TIR Missed: No	0.09
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: Yes	120.05
<b>INC000000613456</b>	Gary Bergesen	Application	None	Gmail		TIR Missed: Yes	12.11
	Application Services	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: Yes	12.14
<b>INC000000613757</b>	Zane Olsen	None	None	Gmail		TIR Missed: No	0.62
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	59.20
<b>INC000000614251</b>	Rebecca Bastian	Application	Password	Utah Master Directory		TIR Missed: Yes	7.30
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: Yes	7.30
<b>INC000000614443</b>	Michael Franklin	Application	None	Gmail		TIR Missed: No	0.15
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	8.08
<b>INC000000614512</b>	Connie Williamson	Application	Password	Gmail		TIR Missed: Yes	1.57
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: Yes	7.67



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## Natural Resources

<b>INC000000615126</b>	Gary Brimley Application Services	None Danielle Hood	None Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.02 55.20
<b>INC000000615449</b>	Don Staley Technical Lead/Project Manager	Application Martin Gonzalez	None Natural Resources	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	1.03 3.35
<b>INC000000615739</b>	Robin Cahoon Technical Lead/Project Manager	Application Dustin Crump	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: Yes	0.45 40.19
<b>INC000000615808</b>	Keith Haws Help Desk	Application Sarah Johnson	Error Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	78.51 78.51
<b>INC000000615809</b>	Dan Jarvis Technical Lead/Project Manager	Application Martin Gonzalez	None Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.70 78.72
<b>INC000000615943</b>	Ruby Jo Anderson Metro D Desktop Support	None Koung Heng	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.56
<b>INC000000616499</b>	Emily Debois Application Services	Application Martin Gonzalez	Password Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.25 1.53
<b>INC000000616639</b>	KD Perkins Rural South Desktop Support	PC/Laptop Dan Anthony	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.74 1.24
<b>INC000000616680</b>	Daniel A Trujillo Rural South Desktop Support	None Doug Thornton	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: No	0.62 0.62
<b>INC000000616873</b>	Pam Perri Metro D Desktop Support	Application Denise Wardle	Error Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.29 22.58
<b>INC000000617107</b>	Gary Bergesen Technical Lead/Project Manager	Application Paul Lundell	Error Natural Resources	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.35
<b>INC000000617191</b>	Don Staley Metro D Hosting	Network Steven Haderlie	Performance Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.21 60.87
<b>INC000000617342</b>	Randy Berger Rural North Desktop Support	PC/Laptop Robert Stock	None Natural Resources	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 26.53
<b>INC000000617707</b>	Mark Martinez Application Services	Application Tony Larsen	Error Natural Resources	None Low	Closed	TIR Missed: Yes TTR Missed: No	2.21 2.97
<b>INC000000617709</b>	Debbie Stufflebeam Help Desk	None Sarah Johnson	None Natural Resources	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.58 58.96
<b>INC000000618175</b>	Candelyn Paxton Metro D Help Desk	Application Matthew Earl	Password Natural Resources	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000618195</b>	Eric Stucki Metro D Help Desk	Application John Robinson	Error Natural Resources	Cisco Network Assistant Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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## Natural Resources

<b>INC000000618246</b>	Connie Shipman Metro D Help Desk	Application John Robinson	Error Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000618247</b>	Rachel Brown Metro D Desktop Support	Application Dusty Serr	Error Natural Resources	None Low	TIR Missed: No TTR Missed: Yes	0.93 7.53
<b>INC000000618410</b>	Mark Martinez Metro D Desktop Support	Application Koung Heng	Error Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.26 0.40
<b>INC000000618564</b>	Dana Dredge Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.53 0.74
<b>INC000000618699</b>	Kent Hersey Metro D Help Desk	Application Matthew Earl	Error Natural Resources	Gmail Low	TIR Missed: No TTR Missed: No	0.31 0.65
<b>INC000000618843</b>	Pat Stokes Strategic Communications	EIS Hardware Luis Larios	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.15 2.19
<b>INC000000619262</b>	Robert Fitts Metro D Help Desk	Application John Robinson	Error Natural Resources	Gmail Low	TIR Missed: Yes TTR Missed: No	1.40 3.43
<b>INC000000619384</b>	Dana Dolsen Metro D Desktop Support	None Koung Heng	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.05 0.71
<b>INC000000619405</b>	Steven Haws Metro D Desktop Support	None Koung Heng	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000619459</b>	Phil Tuttle Metro D Help Desk	None Doug Brown	None Natural Resources	Gmail Low	TIR Missed: No TTR Missed: No	0.39 0.87
<b>INC000000619533</b>	Roger Lewis Metro D Desktop Support	None Denise Wardle	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.11 5.14
<b>INC000000619535</b>	Phoebe Love Help Desk	Application Eileen Dubach	Password Natural Resources	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.13 0.27
<b>INC000000619567</b>	Rebecca Bastian Metro D Help Desk	Application John Robinson	Error Natural Resources	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000619705</b>	Colleen Lawson Rural Central Desktop Support	PC/Laptop Jay Barfuss	Performance Natural Resources	Reserve America Campground I Low	TIR Missed: No TTR Missed: No	0.82 1.07
<b>INC000000619752</b>	Rebecca Moses Metro D Help Desk	Network Doug Brown	Password Natural Resources	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000619856</b>	Tiffany Swaner Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000619883</b>	Deena Loyola Metro D Desktop Support	None Dusty Serr	None Natural Resources	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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## Natural Resources

<b>INC000000619910</b>	Kendall Bagley	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000619915</b>	Gayle Allred	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000619973</b>	Henry Quintana	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620013</b>	Candelyn Paxton	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620047</b>	Robert Fitts	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	1.00
<b>INC000000620122</b>	Charlie Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620141</b>	Keith Crumpton	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620203</b>	Jennifer Gregerson	Application	Password	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620233</b>	Judi Tutorow	None	None	None	TIR Missed: No	0.01
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.67
<b>INC000000620368</b>	Jennifer Gregerson	Application	Error	None	TIR Missed: No	0.38
Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	0.38
<b>INC000000620383</b>	Arlo Wing	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620390</b>	Mike Nelson	Network	Incident	None	TIR Missed: Yes	4.07
Campus Networking	Jordy Davis	Natural Resources	Low	Closed	TTR Missed: Yes	39.78
<b>INC000000620580</b>	Kirk I Smith	PC/Laptop	Error	None	TIR Missed: No	0.34
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	1.24
<b>INC000000620656</b>	Chris Jensen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620662</b>	Don Staley	Application	None	Gmail	TIR Missed: Yes	72.94
Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	73.13
<b>INC000000620776</b>	Dave Cole	None	None	None	TIR Missed: No	0.68
Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	0.77
<b>INC000000620798</b>	Keith Haws	Application	Error	Gmail	TIR Missed: No	0.79
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	4.54

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## Natural Resources

<b>INC000000620873</b>	Val Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620875</b>	Ja Eggett	Application	None	Gmail		TIR Missed: Yes	106.68
	Application Services	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: Yes	106.68
<b>INC000000620897</b>	Gary Bergesen	Application	Error	Gmail		TIR Missed: Yes	1.93
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	1.93
<b>INC000000620906</b>	Janette Lucero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000620984</b>	Bob Biek	Application	Password	None		TIR Missed: No	0.12
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	6.13
<b>INC000000621044</b>	Chris Haller	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621129</b>	Michael Christensen	Telecom	Hardware	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Mike Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.21
<b>INC000000621139</b>	Guy Wallace	Application	Error	None		TIR Missed: Yes	6.06
	Application Support - DFI	Greg Berensen	Natural Resources	Low	Closed	TTR Missed: Yes	6.30
<b>INC000000621184</b>	Nicole Nielson	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621215</b>	Vicky Dyson	Application	Error	Mozilla Firefox		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621295</b>	Mert Russo	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621383</b>	Ty Hunter	PC/Laptop	Performance	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621407</b>	Robert Fitts	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621435</b>	Robert Fitts	Application	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.93
<b>INC000000621442</b>	Todd Adams	None	None	None		TIR Missed: No	0.64
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.80
<b>INC000000621514</b>	Gavin McGregor	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621536</b>	Ryan Carter	Application	Password	Utah Master Directory		TIR Missed: No	0.71
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	1.20

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## Natural Resources

<b>INC000000621539</b>	Kendall Bagley	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621566</b>	Alan Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621578</b>	Thu Vo-Wood	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	4.99
<b>INC000000621644</b>	Mark Martinez	Application	Error	Action Request System	TIR Missed: No	0.37
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.24
<b>INC000000621649</b>	Julie Howard	Application	Password	Gmail	TIR Missed: No	0.17
Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.48
<b>INC000000621679</b>	Sarah Scott	Telecom	None	None	TIR Missed: No	0.75
Help Desk	Eileen Dubach	Natural Resources	Low	Closed	TTR Missed: No	0.85
<b>INC000000621787</b>	Eugene Swalberg	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621789</b>	Eugene Swalberg	Application	None	PGP	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621792</b>	Valerie Newland	Application	None	Google Chrome	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621982</b>	Christine Swan	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621985</b>	Sheri Sasaki	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000621992</b>	Wes Pearce	Application	Password	Utah Master Directory	TIR Missed: No	0.26
Rural North Desktop Support	Dane Smith	Natural Resources	Low	Closed	TTR Missed: No	0.26
<b>INC000000621993</b>	Scott Little	Application	Password	None	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622023</b>	Steve Bowman	None	None	None	TIR Missed: No	0.31
Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	0.31
<b>INC000000622043</b>	Daniel Smith	Network	Error	None	TIR Missed: No	0.82
Capitol Desktop Support	Brian Bintz	Natural Resources	Low	Closed	TTR Missed: No	1.21
<b>INC000000622051</b>	Robin Watson-Christianson	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.04
<b>INC000000622089</b>	Earlene Russell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000622122</b>	Eric Hyatt	None	None	None		TIR Missed: No	0.03
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	5.52
<b>INC000000622126</b>	Linda Braithwaite	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: Yes	7.94
<b>INC000000622162</b>	Steven Keddy	Application	Password	Utah Master Directory		TIR Missed: No	0.10
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.10
<b>INC000000622233</b>	Eric Stucki	None	None	Gmail		TIR Missed: No	0.31
	Application Services	Paul Lundell	Natural Resources	Low	Closed	TTR Missed: No	1.02
<b>INC000000622342</b>	Walt Maldonado	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622357</b>	Christopher Quick	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622437</b>	Bryan Christensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622589</b>	Tom Becker	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.05
<b>INC000000622609</b>	Dennis Wolsleger	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622613</b>	Deena Loyola	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622616</b>	Jason Curry	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622620</b>	Ben Wolford	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622825</b>	Thu Vo-Wood	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000622986</b>	Steven Haws	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000623030</b>	Dan Barnhurst	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	5.74
<b>INC000000623061</b>	Scott Tolentino	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000623073</b>	Jennifer Biggs	Application	Error	None		TIR Missed: No	0.35
	Capitol Hosting	Joe Benson	Natural Resources	Low	Closed	TTR Missed: No	0.45

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## Natural Resources

<b>INC000000623266</b>	Deborah Westfall	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000623437</b>	Tiffany Swaner	Application	Error	None		TIR Missed: No	0.08
	Metro D Hosting	Donny Ford	Natural Resources	Low	Closed	TTR Missed: No	0.89
<b>INC000000623565</b>	Tammy Wright	Application	Error	Gmail		TIR Missed: No	0.21
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.28
<b>INC000000623570</b>	Justina Parsons-Bernstein	None	None	None		TIR Missed: No	0.60
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	2.01
<b>INC000000623616</b>	Michael Franklin	Application	Error	Gmail		TIR Missed: No	0.50
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.51
<b>INC000000623633</b>	Marianne Burbidge	Telecom	Voice Mail	Telephone		TIR Missed: No	0.31
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Closed	TTR Missed: No	0.38
<b>INC000000623642</b>	Pam Martin	Application	None	Gmail		TIR Missed: Yes	7.84
	Application Services	Martin Gonzalez	Natural Resources	Low	Closed	TTR Missed: Yes	22.53
<b>INC000000623781</b>	Justin Shannon	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: Yes	39.64
	Application Services	Dustin Crump	Natural Resources	Low	Closed	TTR Missed: Yes	39.64
<b>INC000000623844</b>	Mark Martinez	Application	Error	None		TIR Missed: No	0.37
	Capitol Hosting	Jake Vandenberghe	Natural Resources	Low	Closed	TTR Missed: No	0.37
<b>INC000000623853</b>	Joseph Christensen	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000623858</b>	Dave Harris	None	None	Gmail		TIR Missed: No	0.11
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	1.13
<b>INC000000623917</b>	Quentin Bradwisch	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Natural Resources	Low	Closed	TTR Missed: No	1.05
<b>INC000000623953</b>	Justin Robinson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000623959</b>	Quentin Bradwisch	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Natural Resources	Low	Closed	TTR Missed: No	2.09
<b>INC000000624090</b>	Jared Manning	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624177</b>	Marie Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624243</b>	Sarah Shaughnessy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000624295</b>	Dennis L Sorensen	PC/Laptop	Hardware	None		TIR Missed: No	0.15
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.89
<b>INC000000624313</b>	Charity Gibson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Natural Resources	Low	Closed	TTR Missed: No	0.06
<b>INC000000624346</b>	Marie Jackson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624349</b>	Gary Bergesen	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	1.05
<b>INC000000624351</b>	Gary Bergesen	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	1.05
<b>INC000000624367</b>	Gary Bergesen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624373</b>	Gary Bergesen	None	None	None		TIR Missed: No	0.30
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.30
<b>INC000000624405</b>	John Neill	None	None	None		TIR Missed: No	0.06
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.18
<b>INC000000624407</b>	Jeff Rasmussen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624494</b>	Chris Penne	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624495</b>	Stephine Matkin	Application	Error	Gmail		TIR Missed: No	0.24
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.25
<b>INC000000624498</b>	Nicole Nielson	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624516</b>	Stephanie Rainey	Application	Password	Utah Master Directory		TIR Missed: No	0.45
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.55
<b>INC000000624533</b>	Robert Fitts	Application	Error	Gmail		TIR Missed: No	0.57
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.61
<b>INC000000624535</b>	Robert Fitts	Application	Error	Gmail		TIR Missed: No	0.09
	Help Desk	Julie VanBeekum	Natural Resources	Low	Closed	TTR Missed: No	0.20
<b>INC000000624640</b>	Scott Tolentino	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624646</b>	Bill James	Mobile Devices	Error	Droid		TIR Missed: Yes	1.42
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.55



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## Natural Resources

<b>INC000000624673</b>	James Greer	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	James Gifford	Natural Resources	Low	Closed	TTR Missed: No	0.51
<b>INC000000624682</b>	Ben Erickson	Telecom	Voice Mail	None		TIR Missed: No	0.04
	Voice Operations	Kelly Johnson	Natural Resources	Low	Closed	TTR Missed: No	0.09
<b>INC000000624686</b>	Mike Nelson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624736</b>	Robert Fitts	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000624988</b>	Kristen Comella	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625023</b>	Bill Lund	PC/Laptop	Hardware	None		TIR Missed: Yes	1.16
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Closed	TTR Missed: No	1.16
<b>INC000000625043</b>	Julie Howard	Application	Password	Utah Master Directory		TIR Missed: No	0.45
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	3.40
<b>INC000000625159</b>	James Morgan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625178</b>	Rori Lubbers	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625192</b>	James Morgan	Network	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Natural Resources	Low	Closed	TTR Missed: No	3.29
<b>INC000000625305</b>	Kelly Horne	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Lynn McCrary	Natural Resources	Low	Closed	TTR Missed: No	0.79
<b>INC000000625323</b>	Gary Peck	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625559</b>	Gordon Anderson	Application	Error	Gmail		TIR Missed: No	0.07
	Metro D Help Desk	John Robinson	Natural Resources	Low	Closed	TTR Missed: No	0.48
<b>INC000000625603</b>	Dave Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625650</b>	Jan Morse	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625710</b>	Roddy Pirouznia	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625714</b>	Daren Rasmussen	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	4.75

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## Natural Resources

<b>INC000000625758</b>	Ralynne Takeda	Telecom	Voice Mail	Telephone		TIR Missed: No	0.82
	Voice Operations	Gail Christiansen	Natural Resources	Low	Closed	TTR Missed: No	0.82
<b>INC000000625856</b>	Meribeth Huizinga	Application	Error	Gmail		TIR Missed: No	0.81
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	1.41
<b>INC000000625880</b>	Julie Clark	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625930</b>	Debbie Stufflebeam	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000625933</b>	Stephanie Earls	Application	Error	None		TIR Missed: No	0.69
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: Yes	7.01
<b>INC000000626195</b>	Bart Kettle	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Natural Resources	Low	Closed	TTR Missed: No	0.06
<b>INC000000626219</b>	Anis Aoude	Mobile Devices	Error	None		TIR Missed: No	0.17
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Closed	TTR Missed: No	1.04
<b>INC000000626278</b>	Don Staley	Application	Error	Gmail		TIR Missed: No	0.25
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.72
<b>INC000000626291</b>	Rose Fedelleck	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000626449</b>	Alan Clark	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	2.41
<b>INC000000626579</b>	Sarah Lindsey	None	None	None		TIR Missed: No	0.63
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.28
<b>INC000000626595</b>	Sarah Lindsey	Application	Password	Gmail		TIR Missed: No	0.31
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Closed	TTR Missed: No	0.36
<b>INC000000626613</b>	Kendra Woodruff	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000626642</b>	Michael Hadley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000626650</b>	Randy Wood	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000626664</b>	Jerry Jones	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Closed	TTR Missed: No	0.00
<b>INC000000626669</b>	Hollie Brown	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Closed	TTR Missed: No	0.00

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## Natural Resources

<b>INC000000626742</b>	Tyler Burningham	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626818</b>	Stephanie Earls	Server	Error	None		TIR Missed: No	0.38
	Metro D Hosting	Donny Ford	Natural Resources	Low	Resolved	TTR Missed: No	0.79
<b>INC000000626868</b>	Amanda Hintz	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	
<b>INC000000626881</b>	Ty Hunter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000626928</b>	Jerry Jones	Mobile Devices	Error	iPhone		TIR Missed: No	0.10
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.26
<b>INC000000626969</b>	Tom Wilson	None	None	None		TIR Missed: No	0.55
	Technical Lead/Project Manager	Martin Gonzalez	Natural Resources	Low	Resolved	TTR Missed: No	3.39
<b>INC000000627000</b>	Sonja Heuscher	Application	Password	Utah Master Directory		TIR Missed: No	0.18
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.18
<b>INC000000627017</b>	Michael Christensen	Telecom	None	None		TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No	0.40
<b>INC000000627020</b>	Steven Haws	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627204</b>	Janette Lucero	None	None	None		TIR Missed: No	0.24
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.24
<b>INC000000627208</b>	Colleen Keyes	Application	Error	None		TIR Missed: Yes	2.11
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: Yes	11.41
<b>INC000000627237</b>	Mike Canning	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627291</b>	Pam Martin	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627305</b>	Heather Talley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627517</b>	Deborah Boren	None	None	None		TIR Missed: No	0.08
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	0.63
<b>INC000000627534</b>	Marianne Burbidge	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	1.70
<b>INC000000627571</b>	Marianne Burbidge	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.52
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	1.65

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## Natural Resources

<b>INC000000627593</b>	Val Anderson	Telecom	Feature	Telephone		TIR Missed: No	0.40
	Voice Operations	Gail Christiansen	Natural Resources	Low	Resolved	TTR Missed: No	0.40
<b>INC000000627882</b>	Phil Tuttle	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Denise Wardle	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000627968</b>	Jim Karpowitz	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628056</b>	Blair Stringham	Application	None	Microsoft Word		TIR Missed: Yes	2.75
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: Yes	8.05
<b>INC000000628057</b>	Marcia Keddy	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628215</b>	Ron S Wilson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Natural Resources	Low	Resolved	TTR Missed: No	1.64
<b>INC000000628218</b>	Ron S Wilson	Application	Error	None		TIR Missed: No	0.37
	Rural South Desktop Support	Silas Aitchison	Natural Resources	Low	Resolved	TTR Missed: No	0.47
<b>INC000000628318</b>	Gary Brimley	Application	Password	Utah Master Directory		TIR Missed: No	0.35
	Help Desk	Julie VanBeekum	Natural Resources	Low	Resolved	TTR Missed: No	0.87
<b>INC000000628894</b>	Rory Reynolds	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.70
	Metro D Desktop Support	Dusty Serr	Natural Resources	Low	Resolved	TTR Missed: No	3.27
<b>INC000000628937</b>	Jim Quitter	PC/Laptop	Error	Microsoft Windows XP Professional		TIR Missed: Yes	1.80
	Rural South Desktop Support	Joel Finlinson	Natural Resources	Low	Resolved	TTR Missed: No	1.80
<b>INC000000628940</b>	Kevin Bunnell	Mobile Devices	Error	None		TIR Missed: Yes	1.98
	Application Services	Danielle Hood	Natural Resources	Low	Resolved	TTR Missed: No	2.43
<b>INC000000628945</b>	Kevin Bunnell	Application	Reporting	Gmail		TIR Missed: No	0.00
	Help Desk	James Stearns	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000628948</b>	Katherine Creighton	PC/Laptop	None	None		TIR Missed: No	0.19
	Rural South Desktop Support	Lance Nay	Natural Resources	Low	Resolved	TTR Missed: No	0.19
<b>INC000000629080</b>	Roger Kerstetter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629247</b>	Jennifer E. Hansen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629274</b>	Cindy A. Clark	Application	Error	Novell ConsoleOne		TIR Missed: No	0.13
	Metro D Desktop Support	Koung Heng	Natural Resources	Low	Resolved	TTR Missed: No	2.47
<b>INC000000629402</b>	Greg Sheehan	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice Operations	Kelly Johnson	Natural Resources	Low	Resolved	TTR Missed: No	0.24

# Enterprise Incident Report December 2012

As of 1/2/2013

## Natural Resources

<b>INC000000629405</b>	Greg Sheehan	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Kelly Johnson	Natural Resources	Low	Resolved	TTR Missed: No	0.18
<b>INC000000629453</b>	Jennifer E. Hansen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Douglas Brown	Natural Resources	Low	Resolved	TTR Missed: No	
<b>INC000000629672</b>	Kevin Bunnell	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000629819</b>	Brian Kurta	Application	Error	None		TIR Missed: No	0.69
	Rural South Desktop Support	Ryan Bennett	Natural Resources	Low	Resolved	TTR Missed: No	0.69
<b>INC000000629878</b>	Blair Stringham	Application	Error	Microsoft Word		TIR Missed: Yes	1.44
	Metro D Desktop Support	Paul Gedge	Natural Resources	Low	Resolved	TTR Missed: No	5.10
<b>INC000000629917</b>	Tressa Christianson	Telecom	Dial Tone	None		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.48
<b>INC000000629958</b>	Cory Maylett	Application	Error	None		TIR Missed: No	0.18
	Capitol Hosting	Danny Black	Natural Resources	Low	Resolved	TTR Missed: No	1.67
<b>INC000000629971</b>	Travis Dees	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630201</b>	Wendy Christensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630272</b>	Thu Vo-Wood	Telecom	Voice Mail	Telephone		TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Natural Resources	Low	Resolved	TTR Missed: No	0.69
<b>INC000000630353</b>	Tait Larson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Natural Resources	Low	Resolved	TTR Missed: No	0.00
<b>INC000000630354</b>	Katherine Creighton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Dan Anthony	Natural Resources	Low	Resolved	TTR Missed: No	0.00